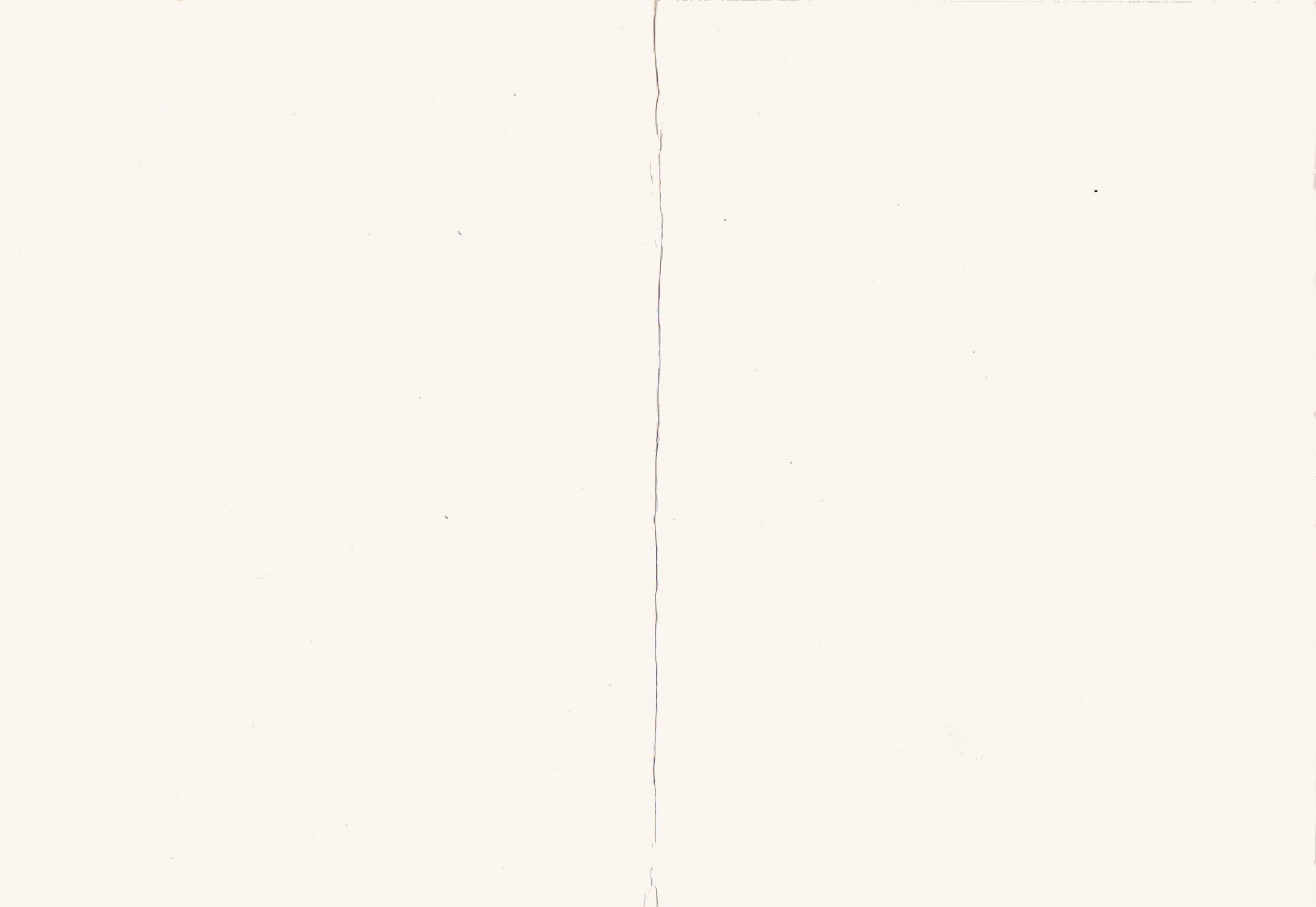


Lloyd's at Chatham







Lloyd's

Gun Wharf,
Dock Road, Chatham,
Kent, ME4 4TU

Telephone: MEDWAY (0634) 407333

The offices at Gun Wharf, Chatham

This booklet has been prepared to tell you about the offices at Chatham and the few 'do's and don'ts' which you are expected to observe. If you have any problems take them to your supervisor or Department Manager who will help you or put you in touch with the appropriate person.

The people who occupy Gun Wharf are set out below. You will find a description of the work of the various departments in the staff manual which you have already received.

	Level		Level
Chief Executive	4	Personnel Department	4
Accountants Department	5	Services	
Internal Audit	5	Administrative	2
Lloyd's Policy Signing Office		Archival Records	1
General Manager (also deputy to The Chief Executive)	4	Bank	5
Marine Department	3	Building	2
Non-Marine AP/RP and Treaty Department	4	Catering	2 & 3
Non-Marine Policy Department	4	Chatham Receipt/Dispatch	2
Special Schemes	2	Conference Rooms	2
Technical Services	4	Engineers stores	1
Management Services Department		Medical Centre	3
General Manager	2	Microfilm Services Section	3
Data Processing Department	2	Reprographic	3
Project Development Department	2	Security	3
System Redesign Department	2	Stationery stores	1
Membership Department	3	Telephones	2
		Telex	3
		Training area	2

ACCESS

Site Pedestrians can use both pathways from Dock Road to the Main Entrance and also the Riverside Walk.

All *vehicles* must use the road entrance at New Stairs adjacent to the petrol station.

Cars and cycles will then turn left, go to the car park, and park in the appropriate places.

Goods vehicles will use the ramp to the loading bay.

On leaving the site there is no formal restriction on turning right into Dock Road. However, at certain times of the day when traffic is busy this may prove to be a slow or difficult manoeuvre. Please bear in mind the interests of the road users and avoid causing traffic congestion. It will be better at times to turn left to the roundabout and return along the far carriageway.

Building Staff

Between 8 a.m. and 6 p.m., Monday – Friday, all staff enter and leave the building at the Main Entrance (Level 3), or the West Entrance (Level 2 – Riverside Walk). During summer months the South Entrance (Level 2 – Terrace) will also be open.

At all other times, the Main Entrance only is to be used.

Visitors

Visitors should be told to use the Main Entrance at all times. For the procedure regarding visitors see VISITORS.

ACCIDENTS

For emergency procedure see the back of the cover of this booklet.

All accidents must be reported to your Manager for entry in the Accident Book at the Security Desk.

ALARM SIGNAL

The emergency signal is a continuous operating of the alarm siren and when it is sounded *you must immediately leave* the building by the nearest emergency exit. *Do not stop* to collect your personal belongings.

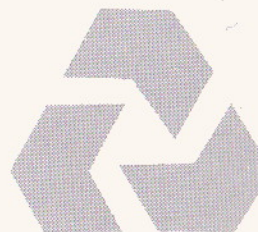
The full emergency procedures are on the notice boards. For your own safety get to know them.

BANKING

From 11.30 a.m. to 2.30 p.m. on Tuesdays, Thursdays and pay days, National Westminster Bank Ltd. will operate a sub-branch office, on Level 5, offering a full banking and advisory service. The Bank will cash your own cheques on any Clearing Bank on production of your cheque card or providing you make arrangements with the National Westminster Bank Ltd. branch at 148 High Street, Chatham (Phone: Medway 409131).

CAR PARKING

Parking on the site is permitted only in the Car Park. The 250 car parking places have been divided into three groups: 40 spaces are reserved for visitors, managers and shift workers; 105 are reserved for nominated staff; and the remaining 105 are unreserved, i.e., available on a first come first



served basis. Parking space for motor and pedal cycles is provided at the north end of the car park (adjacent to the petrol station).

The Corporation of Lloyd's will not be liable for the safe custody of any vehicle left in Gun Wharf Car Park or for any articles left in or on the vehicles, nor for any damage to or occasioned by the vehicle and/or articles, however caused, nor for any injuries to any persons occasioned by the vehicles or articles. All vehicles are left in, or driven within, the car park entirely at their owner's risk.

The No Claims Bonus clause in motor policies often has the effect of making claims for loss of contents from a vehicle uneconomic, in practice. Staff are recommended to effect insurance on personal effects, sports gear, etc. covering All Risks anywhere in the U.K.

This is relatively inexpensive, especially as an extension to a Private House insurance, and avoids No Claims Bonus problems. Care is needed to ensure that such insurance is not worded to exclude or reduce liability if alternative insurance exists, as this would defeat the object.

CASH See VALUABLES

CATERING

Restaurant
(Level 3) The Restaurant opening hours are 11.45 a.m. – 2 p.m., and it provides cafeteria service of hot and cold meals. Payment is by meal voucher. The tray provided for holding lunch has been designed to allow the meal to be eaten from it, so do not remove plates, etc., from the tray to the table. After you

have finished your meal, please put the tray (with the used crockery and cutlery on it) on to the conveyor belt into the servery.

The Restaurant menu will include certain special dishes which are available at extra cost (see under *Meal Vouchers* below).

Coffee is available in the Coffee Lounge.

Smoking is not permitted in the Restaurant but is allowed in the Coffee Lounge.

Licensed Snack Bar (Level 3)

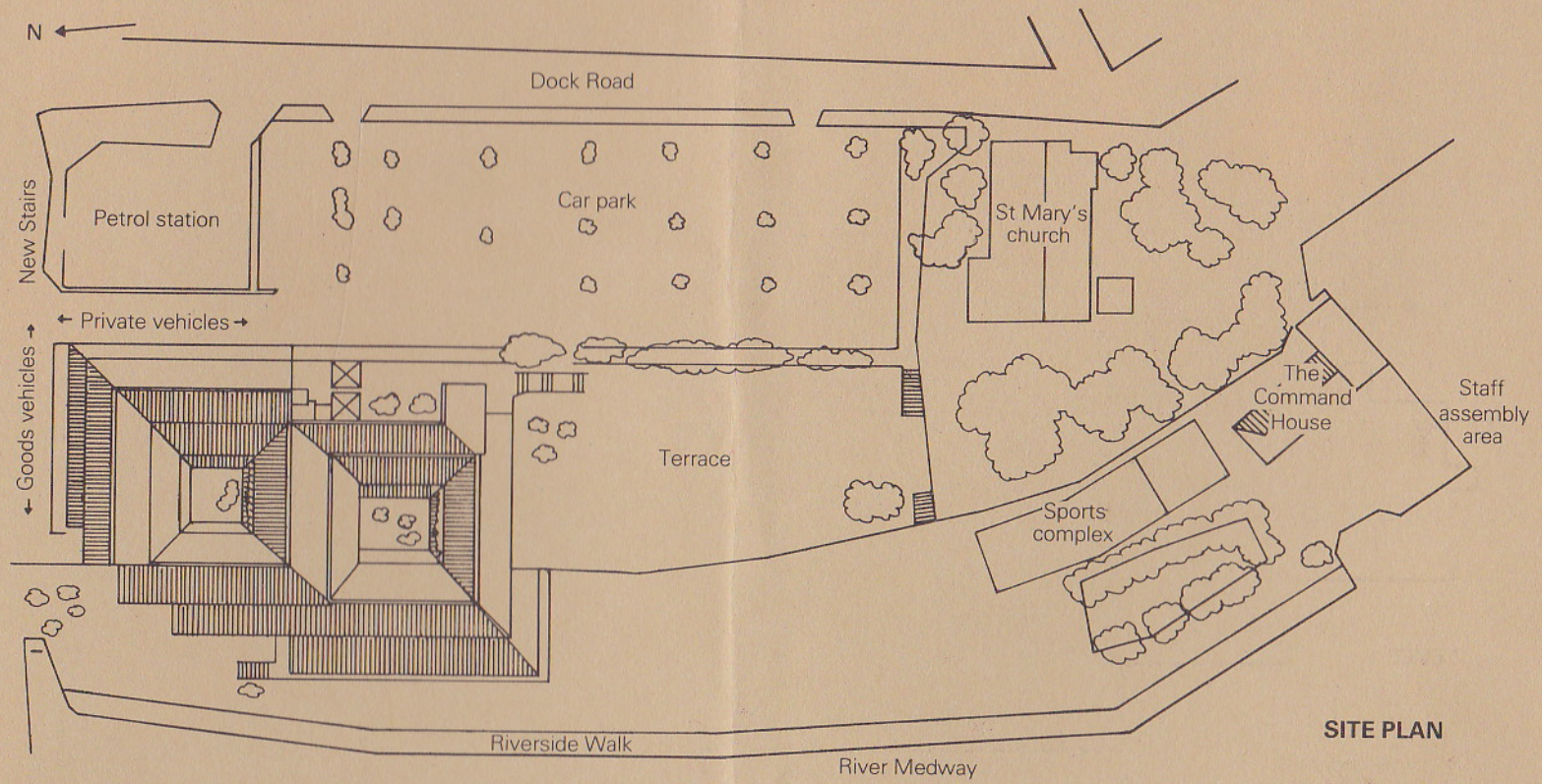


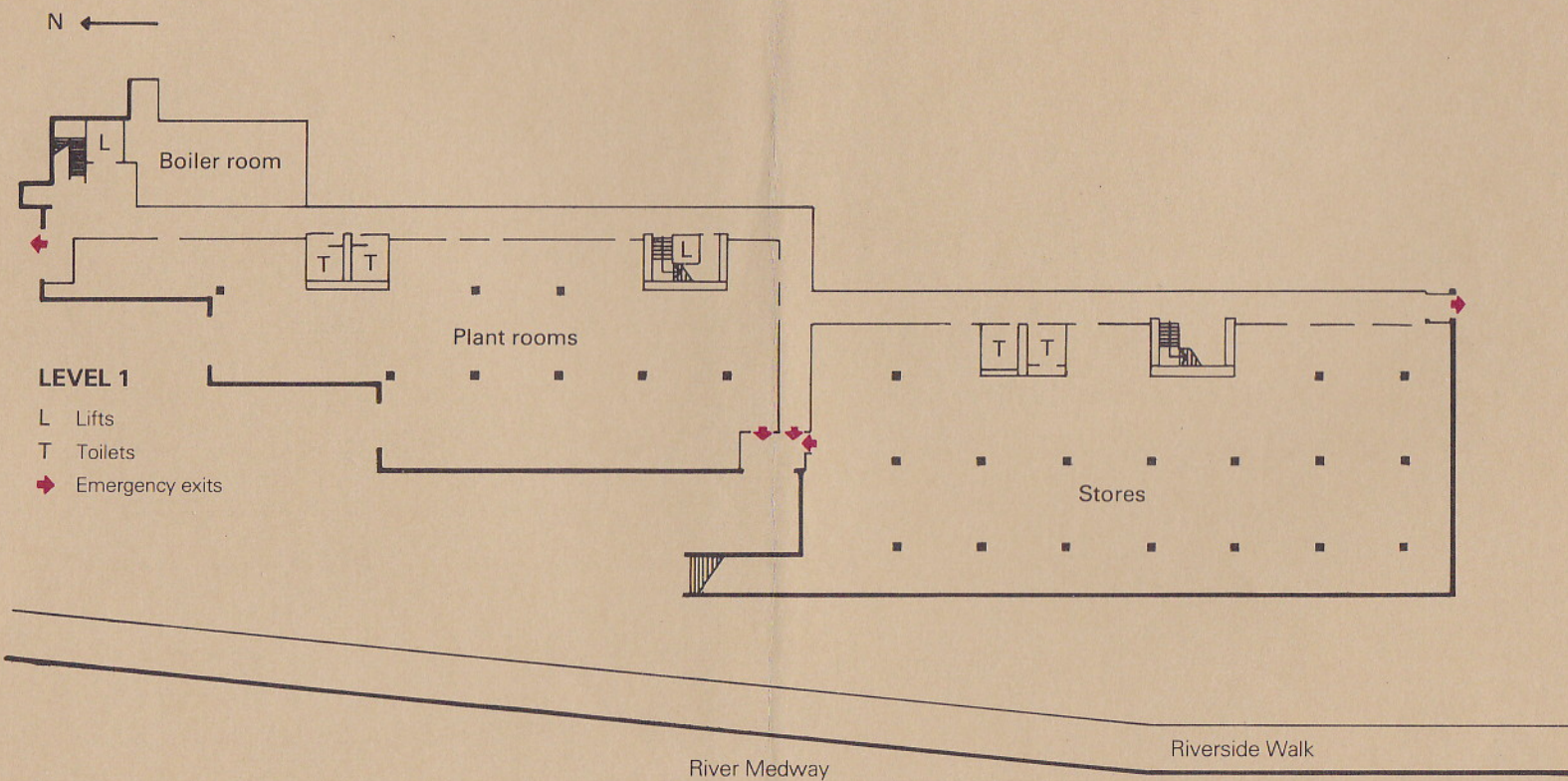
This is adjacent to the Restaurant and is open from 9.30 a.m. to 10.30 a.m. for the sale, for cash, of snacks, filled rolls, etc. It is also open from 11.45 a.m. to 2 p.m. and then offers an alternative to the Restaurant for hot or cold snack lunches. Payment for drinks is made by cash and for lunches by meal vouchers. Staff of the Corporation are automatically elected members of the 'Corporation of Lloyd's Staff Luncheon Club, Chatham', in accordance with the Rules of that Club.

The Licensed Bar can only be used by staff who are over the age of 18 for the purchase of alcoholic drinks. No one under the age of 18 is allowed to consume any alcoholic drink.

It is in everybody's interest to see that this rule is observed. In addition to our individual responsibilities as members of the community to observe the law, we must avoid the possibility of prejudicing our grant of the liquor licence to Lloyd's.

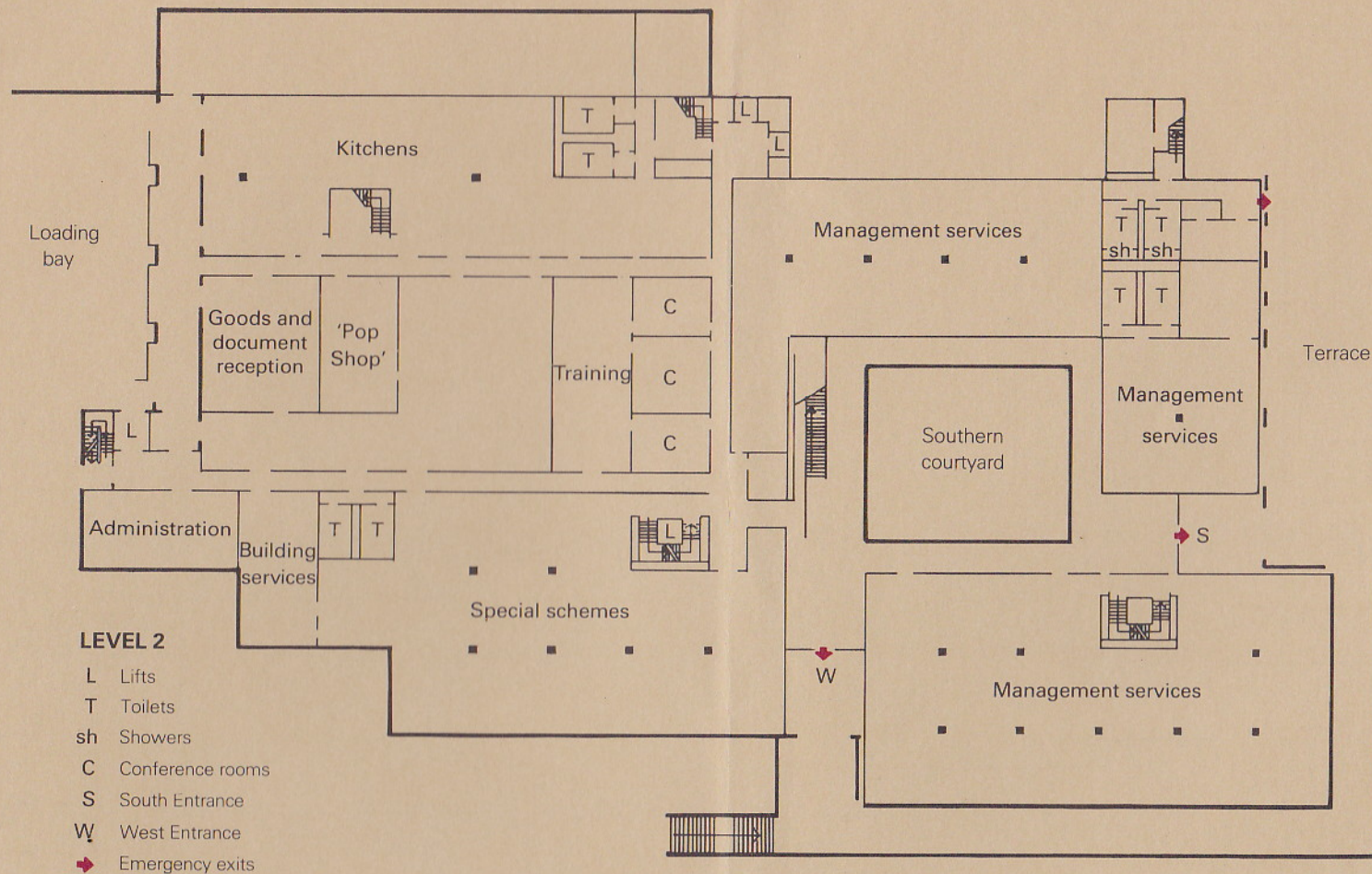
'Pop Shop' This is situated on Level 2 and offers hot and cold snacks, soft drinks, Juke Box music, etc., between 11.45 a.m. and 2 p.m. Payment is made by meal voucher for food and by cash for drinks.



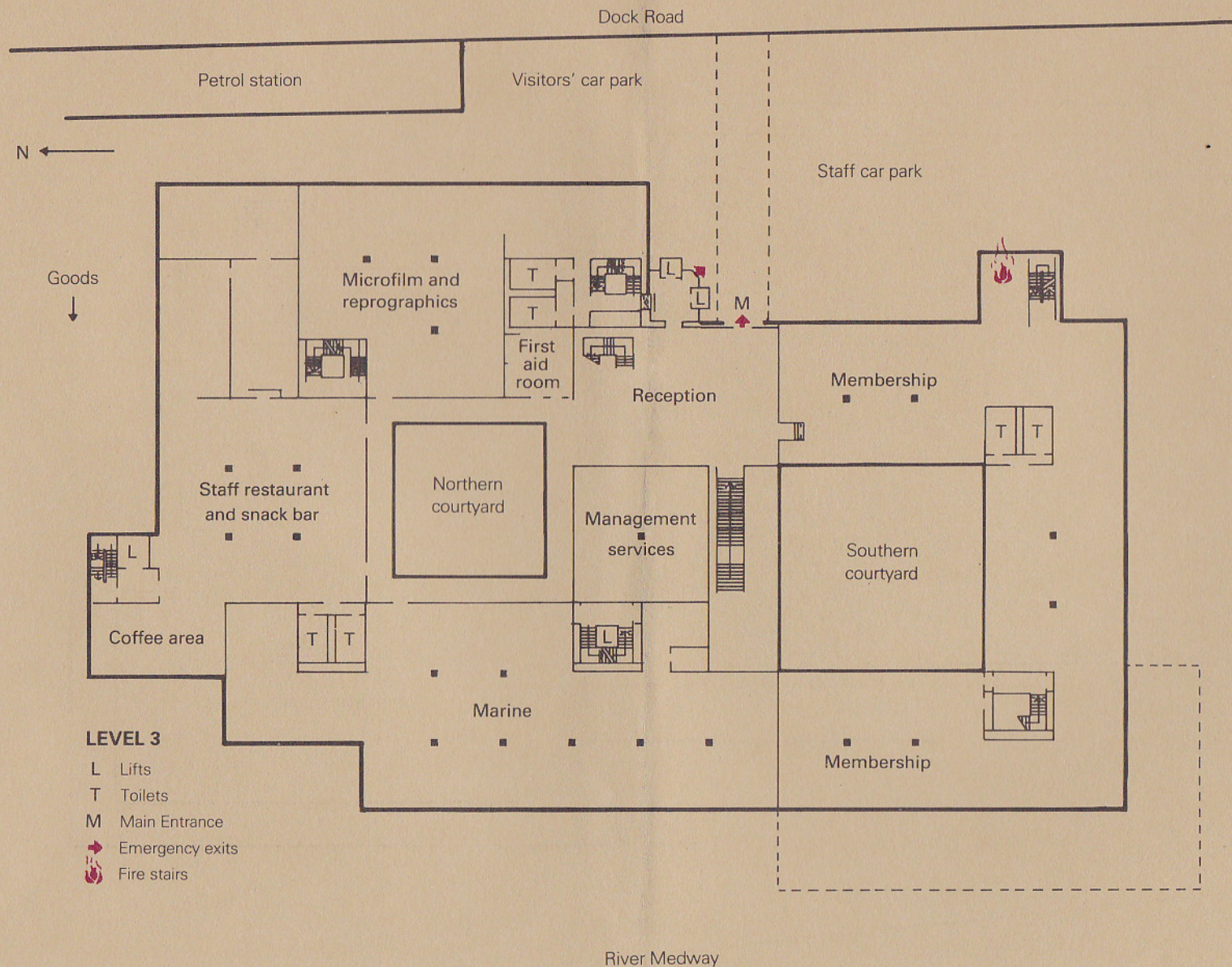


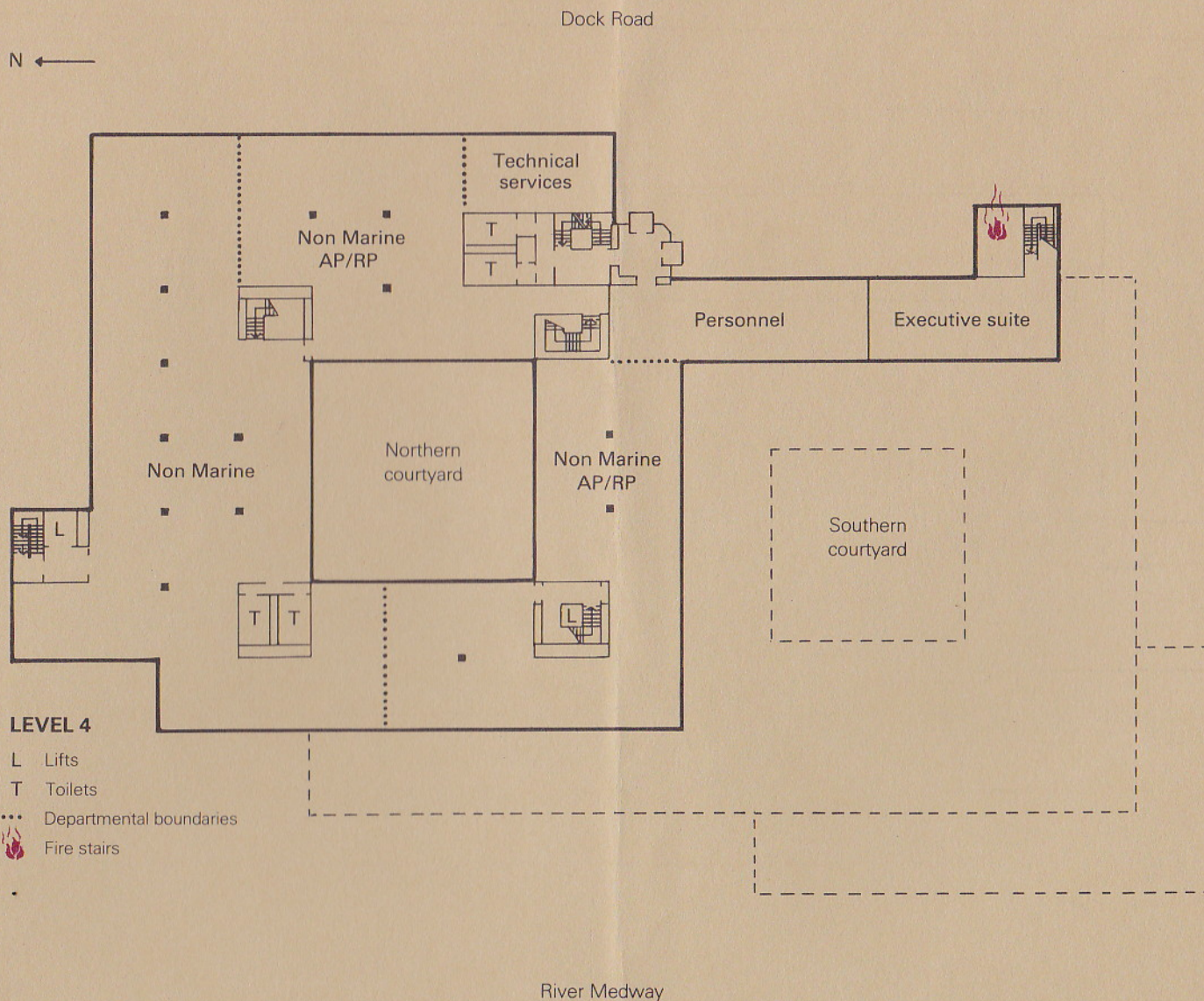
Dock Road

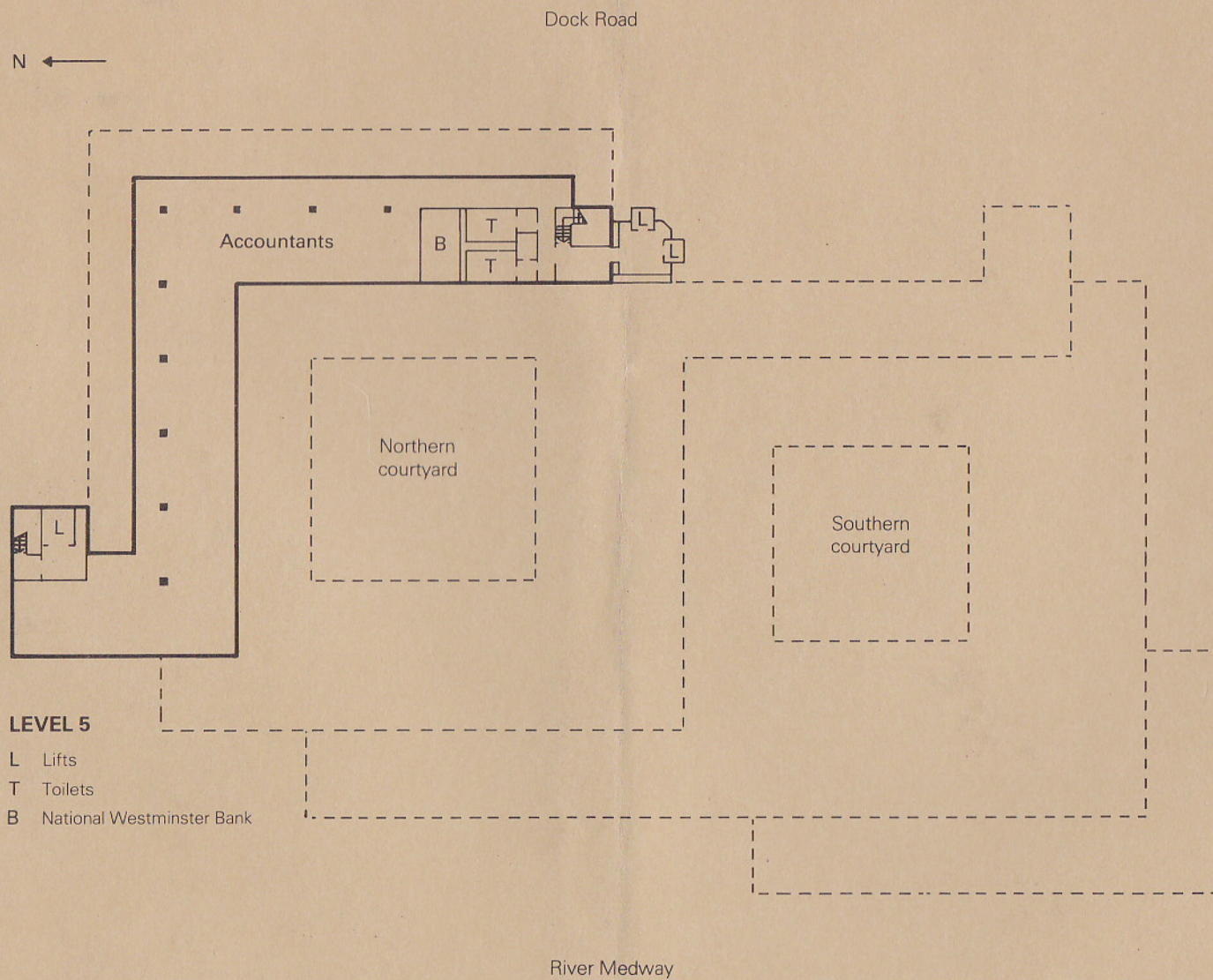
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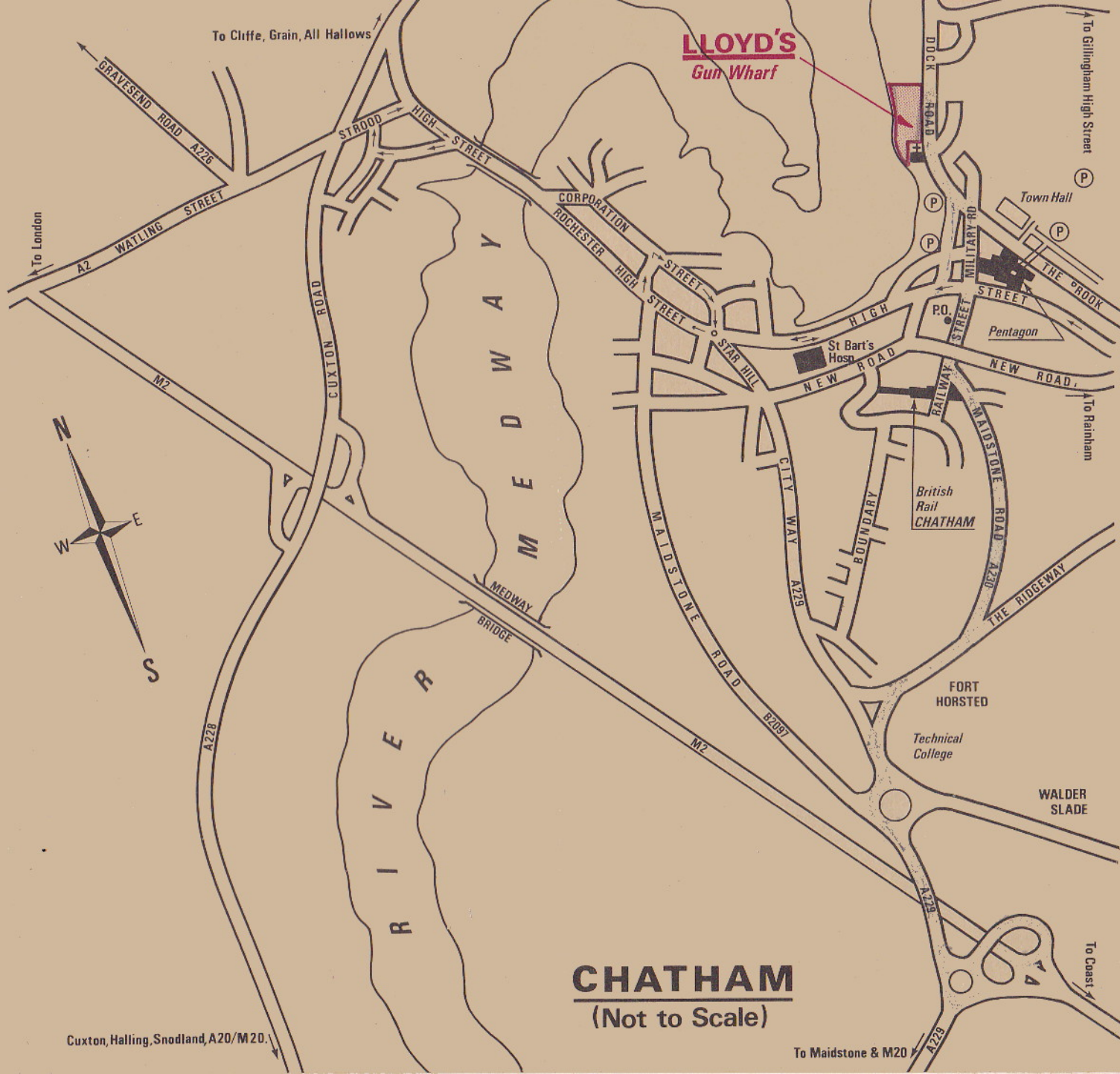


River Medway









CHATHAM

(Not to Scale)

Cuxton, Halling, Snodland, A20/M20.

To Maidstone & M20

LOCAL PEOPLE

Medway Borough Council,
Council Offices,
Frindsbury Hill,
Strood
Kent, ME2 4HR.

Tel: Medway 79831

Director of Leisure Services,
Guildhall,
Rochester,
Kent, ME1 1QU.

Tel: Medway 43666

Department of Health & Social Security,
Crown House,
The Brook,
Chatham.

Tel: Medway 44455

Rev. D. S. R. Redman,
Rector of St. Mary's and St. John's,
65 Maidstone Road,
Chatham.

Tel: Medway 43632

Maidstone & District Motor Services Ltd.
Pentagon Bus Station.

Tel: Medway 405251

British Rail
Chatham Station, Ticket Office.

Tel: Medway 41322

Passenger Train Service Information.

Tel: West Malling 842842

USEFUL TELEPHONE NUMBERS

For London extensions remember to dial or key '7' first.

Department	Ext. No.
Emergency	2222
Entrances	
Main	3377
South	3135
West	3136
Administrative Services	3421, 3420
Building Services	3567
Catering Manageress	3323
Chatham Receipt/Despatch	3411
First Aid	2222
National Westminster Bank	3303
Personnel Department	3106
Pop Shop	3329
Reception	3377
Security	2222
Snack Bar	3318
Sports Club Secretary	3409
Telephone Supervisor	3222
Training area	3429

catering continued

Coffee areas There are machines throughout the building dispensing coffee, tea, chocolate, cold drinks and chilled drinking water during normal office hours.

Shift Workers Meals for computer and telephone shift workers are provided by arrangement with the Catering Manageress and will be taken in the Rest Room adjacent to the Telephone Room on Level 2.

Meal Vouchers Meal Vouchers may be purchased from the Administrative Services Department on Level 2 between 9.45 a.m. and 11 a.m., and 2.45 p.m. and 4 p.m. daily. Blocks of 5 vouchers may be purchased in advance and one voucher given up for a meal in the restaurant, snack bar or pop shop. For special meals in the restaurant there will be different coloured vouchers which can also be purchased in advance in blocks of 5 vouchers.

Food Snacks which you may buy at the Snack Bar or bring into the office must be eaten in the coffee areas, and not at your desk.

COFFEE BREAKS

When you have a 'coffee break' you must remove your flex-key if you are going to stay away from your desk, but not if you intend to drink your coffee at your desk and not take a break. Food must not be eaten at your desk.

COMMUNICATIONS

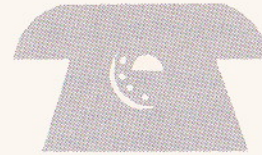
Telephones. The telephone exchange at Chatham is part of the Lloyd's system and it is possible to telephone all parts of the Lloyd's Community without using the public network. Full details of how to use the

telephone system are included in the directory and you should study these to make sure that you make full use of the facilities.

Lloyd's telephone operators are on duty from 8.30 a.m. to 5.30 p.m. Outside these hours incoming calls are received at the Security Desk and can be switched to any extension. Operator assistance for outgoing calls is not available outside these hours.

In case of *any* emergency pick up any telephone and key or dial 2222. This will connect you immediately with the Security Officer. This line will never be 'engaged'. You may hear another conversation, wait until you can break in. Give him full details of the nature of the emergency and carry out his advice or instructions immediately. Except for emergencies you should *not* use the office telephones for private telephone calls. Four coin-box telephones are provided for private calls in the Northern Courtyard on Level 3.

Telex The Telex Room in the Membership Department on Level 3 is open between 9.00 a.m. and 5.00 p.m.

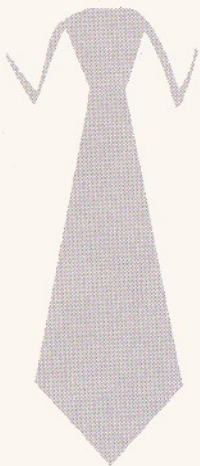


CONFERENCE ROOMS

There are three Conference Rooms and a Training Room on Level 2. These rooms seat 12/20 and 40 people, respectively, and are available for meetings during normal office hours. Requests for their use should be made to the Administrative Services Department, Exts. 3421 or 3420.

DISCOUNT PURCHASES

Discounts are available to Lloyd's staff from many retailers in Medway, Gillingham and London. The



list of retailers is growing, so for up-to-date information call into the Administrative Services Department on Level 2 or phone Exts. 3421 or 3420.

DRESS

Men must wear collars and ties with a suit or jacket and trousers. As is customary, jackets may be taken off in the office if you wish.

Jeans are not to be worn by either men or women.

EMERGENCIES See the back of the cover of this booklet.

The emergency signal is a continuous operation of the alarm siren and when it is sounded you *must immediately leave* the building by the nearest emergency exit. *Do not stop* to collect your personal belongings.

The emergency procedures are on the notice boards. For your own safety get to know them.

ENTRANCES See ACCESS

EXITS

In an emergency *ALL* the entrances may be used as emergency exits and in addition there are emergency exits on Levels 1 and 2. Make certain you know where the emergency exits are, especially the one nearest to your office.

FIRE See the back of this booklet.

FIRST AID

For emergency procedures see the back of the cover of this booklet.



The Medical and First Aid Centre is situated on Level 3 by the Main Entrance.

Please report to your Manager any accident you have because it must be recorded in the Accident Book kept at the Security Desk.

FOOD See Food under CATERING

GUESTS See VISITORS

HEALTH, SAFETY & WELFARE

If you become aware of any potential danger to health, safety or welfare of the staff it is your duty to report it to your Manager.

HOUSEKEEPING

The building is cleaned every evening by a firm of cleaning contractors. To maintain the office environment to a high standard, to prevent accidents to yourself and other people, and to reduce the risk of loss through fire to the minimum, a few simple rules need to be observed:

During the day Plastic cups should not be put into ordinary waste paper receptacles. Special bins are supplied and must be used for cups, liquids and spoons.

Because of the fire risk, plastic waste paper receptacles should not be used for cigarette ends (nor should ashtrays be emptied into them). This also applies to the special bins provided for plastic cups.

Please report any spillage immediately to Administrative Services Department, Ext 3421, or 3420.

At the end of the day The tops of all cabinets and flat working surfaces must be cleared of all loose papers and files etc.

Small office machines should be put away and locked in drawers or cupboards.

All electrical office equipment should be switched off and unplugged.

Typewriters and larger office machines should be covered.

Notices, Pictures, etc. Notices, pictures, calendars, etc., should not be attached in any way onto the walls, doors, windows, partitions, furniture or concrete pillars, except by the Building Services Department. Notice boards are provided for these items.

Desks All desks have been sited to avoid trailing wires (which can cause accidents) and should not be moved unless your Manager agrees.

LICENSED BAR See Licensed Snack Bar under CATERING

NOTICE BOARDS

Staff notices and other information are displayed on notice boards throughout the building. Make a point of looking at the notice boards frequently otherwise you might miss something important to you.

PERSONAL BELONGINGS See VALUABLES

SECURITY

Although an electronic system of alarms has been installed in the building everyone must assist in

the maintenance of security particularly in their own department. Be watchful, therefore, and report anything dangerous or suspicious immediately to the Security Desk on Ext. 2222.

SERVICES

Heating, lighting, ventilation etc. are maintained and controlled by the Building Services Department. You should make any complaints, report any defects, or request any alterations through your Manager.

SMOKING

Smoking is allowed in coffee areas, but not in working areas unless agreed by your Manager or in the restaurant.

SPORTS AND SOCIAL CLUB

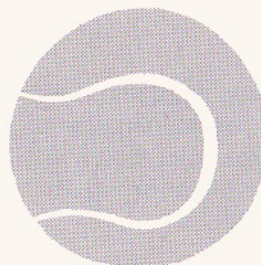
Secretary: Ron Amis – Non-Marine Department, LPSO. Extension: 3409

The Lloyd's Chatham Sports & Social Club undertakes a wide range of activities for Lloyd's staff and their families including:—

Soccer — 11 a side and 5 a side	Badminton
Cricket	Table Tennis
Tennis	Ladies Keep-fit
Netball	Darts
Squash	Bridge

There are also trips to theatres and regular 'Discos' and dances.

The many activities are held at various locations and the Secretary will be able to tell you the person



to contact for a particular sport. Between our building and the Command House, at the southern end of the site, we are having our own sports hall to accommodate Squash, Badminton, Tennis, Table-tennis, a bar, etc.

An application form, indicating fees and method of payment can be obtained from the Secretary.

The club is run by a Committee of elected staff representatives. Upon receipt of your application the Secretary will despatch a copy of the Rule Book and a membership card to you.

TRAINING

Training is considered to be an essential part of your career development throughout your life at Lloyd's and there is a well equipped Training area on Level 2 where courses are held to help you meet the requirements of your job.

Courses for professional qualifications are held at the Medway and Maidstone College of Technology, but before commencing any outside course of study, you should discuss it with your Manager as there is a procedure regarding the payment of fees and the granting of release from work while studying for an approved qualification.

TRANSPORT

A courier service, by means of two coaches, is run between Chatham and London for the carriage of people, mail, documents, stores, etc. Seats on these coaches may be booked by phoning Ext. 3411 (Chatham Receipt/Despatch).



VALUABLES

The Corporation of Lloyds' accepts no responsibility for any money accumulated as a result of office collections or money, wallets, handbags, rings and any other valuables which are the property of staff, visitors or contractors etc. at Gun Wharf.

Nothing of value should be left in your desk. There are facilities for the safe-keeping of money and valuables in the Accountants Department on Level 5 which must be used, particularly overnight.

Office collections should not, in any case, be initiated without the prior approval of your departmental Manager and should be handed to the Corporation Accountant for safekeeping.

VISITORS

Anyone expecting a visitor should tell the Security Officer (Ext. 3377) the name and expected time of arrival of the visitor and the name and extension number of the person to be contacted on the visitor's arrival. All visitors must call at the Security Desk (at the Main Entrance). The Security Officer will then phone the person the visitor wishes to see. If that person is willing to see the visitor the Security Officer will ask the visitor to sign the visitors' record book (for safety and security reasons) and the person being visited will either go to the Security Desk to meet the visitor or send someone to escort the visitor back to his/her office.

In no circumstances should visitors be left to wander around the building by themselves.

All visitors must sign out before leaving the building (again for safety and security reasons).

EMERGENCY PROCEDURES

ALARM

Continuous ringing of alarm bells means that **you must leave** the building immediately by the nearest emergency exit.

Do not stop to collect personal belongings.

Walk quickly and calmly to assembly point which is the Council Car Park by the Command House.

Procedures have been established for action to be taken in emergency situations; relevant literature has been issued to all staff and displayed on notice boards. These instructions are designed to protect people and property and must be obeyed.

Learn what *you* have to do in an Emergency. It may *save your life*.

ANY EMERGENCY

EXPLOSION

BOMB

FLOOD

FIRE

FIRST AID

SECURITY

PHONE 2222

This will connect you immediately with the Security Officer. This line will **never** be 'engaged'. You may hear another conversation, wait until you can break in. Give him full details of the nature of the emergency and carry out his advice or instructions immediately. In the event of attack by thieves, terrorists or vandals *do nothing* to jeopardize your safety.